

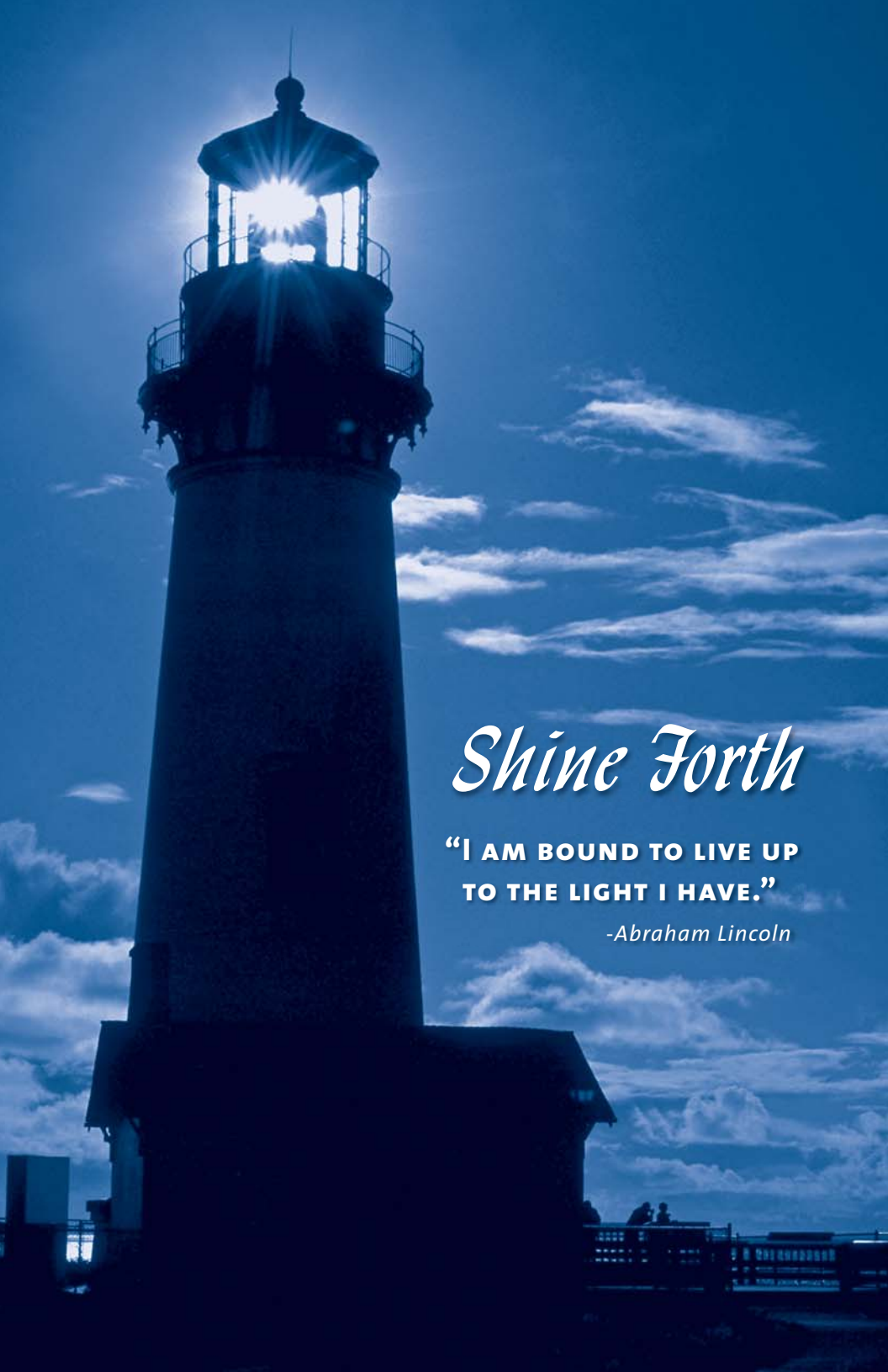
A photograph of a white lighthouse with a black lantern room, situated on a rocky coastline. A bright beam of light emanates from the lantern room, shining across the sky. Several people are visible on the rocks near the lighthouse. The sky is filled with dramatic, white clouds.

# *Still Shining*

## **ANNUAL REPORT**



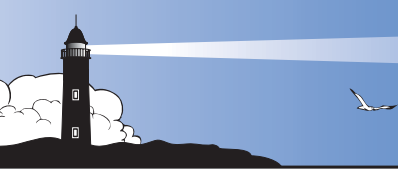
**MICHAEL K. JEANES**  
CLERK OF THE SUPERIOR COURT  
MARICOPA COUNTY



# *Shine Forth*

**"I AM BOUND TO LIVE UP  
TO THE LIGHT I HAVE."**

*-Abraham Lincoln*



## *The light we have will always shine forth*



***Still Shining...*** This phrase was selected as the theme of this year's annual report because it describes our efforts and desired outcome of the past year. With the economic downturn of our nation, a county implemented hiring freeze, decreased county revenue, an increased workload due to serving in one of the fastest-growing counties in the nation, and staff shortages, among other related challenges, our Office and County, like an actual lighthouse, experienced some stormy weather this past year.

However, despite these challenges, our Office did strive hard to continue to shine in our service. Similar to a lighthouse which stands strong and remains constant in shining its beacon no matter the circumstances, our Office staff remained dedicated to being a shining example of quality service to our customers.

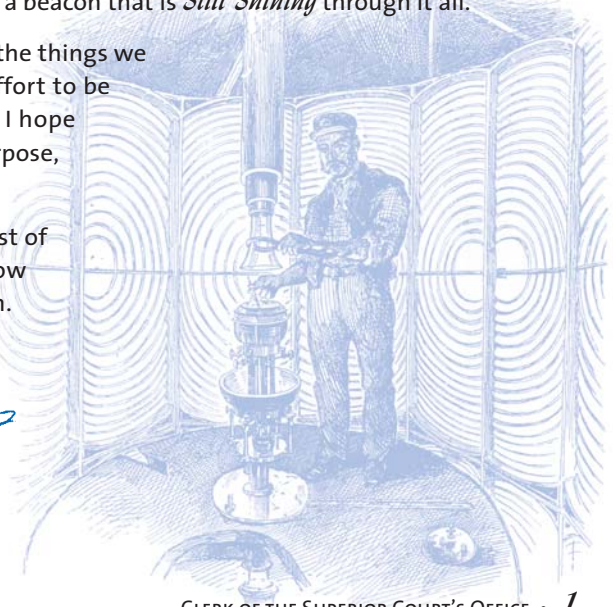
A lighthouse provides direction to those in need. It is steadfast in its purpose regardless of the outside forces, and it is built to remain solid through the years. These characteristics also describe our Office. We work to provide light and keep it continually burning so that our customers can easily find their way in getting their needs met. No matter if it is an economic season of sunshine or a time to "weather the storm," the Clerk of the Court's Office will be a beacon that is *Still Shining* through it all.

This report illuminates many of the things we accomplished this year in our effort to be a service beacon to customers. I hope that it enlightens you on our purpose, performance, and path.

While we don't know the forecast of the future, one thing we do know is that we will keep the light on.

Sincerely,

Michael K. Jeanes  
Clerk of the Superior Court  
Maricopa County







## *A look at what is ahead...*

<b>CLEAR VIEW.....</b>	<b>PAGE 3</b>
<b>A STRONG BEACON.....</b>	<b>PAGE 6</b>
<b>SPOT-LIGHT.....</b>	<b>PAGE 9</b>
<b>E-LLUMINATE.....</b>	<b>PAGE 13</b>
<b>HIGH-LIGHTS.....</b>	<b>PAGE 16</b>
<b>BRIGHT PROSPECTS.....</b>	<b>PAGE 21</b>
<b>VISIBILITY.....</b>	<b>PAGE 23</b>



# *Clear View*

**“THE SUCCESSFUL PERSON  
MAKES A HABIT OF DOING  
WHAT THE FAILING PERSON  
DOESN'T LIKE TO DO.”**

*--Thomas Edison*

THE LEADERSHIP AND ORGANIZATION OF THE CLERK OF THE COURT'S OFFICE



*Clerk of the Court Administration:* (Back row, from left) Clerk of the Court, Michael Jeanes; Associate Clerk, Rich McHattie; Associate Clerk, Gordon Mulleneaux. (Front row, from left) Associate Clerk, Carol Schreiber; Chief Deputy, Chris Kelly; Associate Clerk, Grace Colosimo.

## Clear vision, visible leadership



MICHAEL K. JEANES  
CLERK OF THE COURT

In November 1998, Michael K. Jeanes was elected to the office of the Clerk of the Superior Court by the voters of Maricopa County. He was re-elected to the Office in November 2002 to

serve a second term, and in November 2006, to serve for a third four-year term.

### DUTIES

As the Clerk, he is the official record keeper and fiduciary agent for Superior Court and is responsible for leading an organization of more than 770 employees, supporting 153 judges and commissioners, serving a constituency of four million, and leading an Office that serves one of the fastest growing and largest counties in the nation.

### COMMITMENT

Michael is a strong advocate for quality customer service. He personally teaches a customer service class to new employees, meets monthly with employees to hear their thoughts on improving service, distributes publications to communicate with those who interact with the Office, and speaks with various audiences about the Office. A major step he is taking to improve service is implementing the Electronic Court Record. When fully implemented, it will transform how the court does business. Achievements toward this goal are mentioned in this report.

### SERVICE

Michael's desire to serve is also reflected in his professional and community involvement, which extends to membership in more than 20 local and national organizations. He currently serves as president of the Arizona Association of Counties.

### EXPERIENCE

Prior to being the Clerk of the Court, Michael served as an Associate Clerk within the Clerk of the Court's Office for nearly 11 years. Other positions he has held include Court Services Administrator and Management Analyst for Superior Court, and Management Analyst/Project Manager for Maricopa County.

### EDUCATION

Michael was born in Chicago, Ill., but has lived most of his life in Maricopa County. He earned a Bachelor of Arts Degree in political science from Loyola University in Chicago, and a Master of Public Administration Degree from Arizona State University in Tempe.

### FAMILY

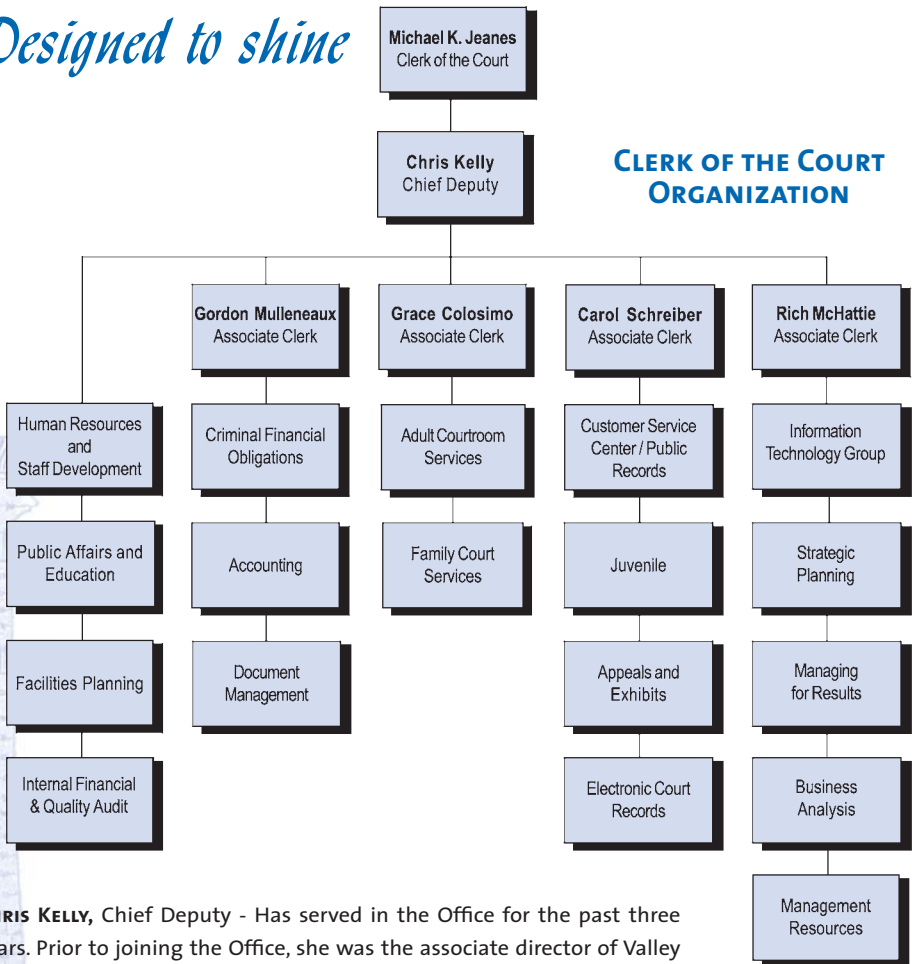
Michael and his wife, Jill, have three sons.

#### A HISTORICAL LOOK AT THOSE WHO HAVE SERVED AS THE CLERK OF THE COURT

YEAR FIRST ELECTED/APPOINTED	CLERK OF COURT
1912 .....	W.E. Thomas
1914 .....	James Miller
1918 .....	C.S. Berryman
1926 .....	Walter Wilson
1962 .....	Robert Miller
1966 .....	W. Don Palmer
1982 .....	Vivian Kringle
1986 .....	Judith Allen
1997 (acting) .....	Michael Jeanes
1998 (governor appoint) .....	Michael Jeanes
1998 - present .....	Michael Jeanes



## Designed to shine



**CHRIS KELLY**, Chief Deputy - Has served in the Office for the past three years. Prior to joining the Office, she was the associate director of Valley Partnership.

**GORDON MULLENEAUX**, Associate Clerk - Has served in the Office for 16 years, 15 as the associate clerk. Prior to joining the Office, he was an administrator for a law firm in Pennsylvania.

**GRACE COLOSIMO**, Associate Clerk - Has served in the Office for 15 years, 12 as the associate clerk. Prior to this position, she served in the judicial system for Ramsey County, MN.

**CAROL SCHREIBER**, Associate Clerk - Has served in the Office for 32 years, nine as associate clerk. Prior to this position, she was assistant associate clerk for Administrative Services.

**RICH MCHATTIE**, Associate Clerk - Has served in the Office for three years. Prior to joining the Office, he was a regional business development manager for several major energy companies.



# *A Strong Beacon*

**“THERE’S A WAY TO DO  
IT BETTER—FIND IT.”**

*-Thomas Edison*

## AN OVERVIEW OF THE CLERK OF THE COURT’S OFFICE



**OFFICIAL OFFICE SEAL**

**EMPLOYEES:** 775

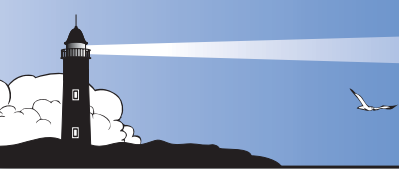
**BUDGET:** \$44 million

**SIZE OF COUNTY SERVED:** Maricopa County is ranked third in the nation by population and 20th in geographic size.

**OFFICE ESTABLISHED:** The Office was established by the Arizona Constitution Article 6, Section 23.

**LEADERSHIP:** The Clerk of the Superior Court is elected to the Office by the voters of Maricopa County every four years.





## *An office that illuminates service*

### **HISTORY OF THE OFFICE OF CLERK**

The Office of the Clerk has a long history. It is one of the oldest of public servants in existence and can be traced back more than a thousand years. In America, the Office of Clerk was one of the first forms of local government the early colonists established when they arrived in the new land.

Through the years, Clerks became a central part of government and a direct connection between citizens and their government. There are very few offices in county government that assist such a wide range of people.

In Arizona, the Clerk's Office was established by State Constitution to serve the citizens, legal community, and the Superior Court. The Office of the Clerk of the Court was created to be responsive to the public, mindful of the taxpayer, and independent of the court itself. The Clerk of the Superior Court is an elected official, who serves as the official record-keeper of the Court and acts as a safeguard and processor of all monies collected.

### **THE PRESENT OFFICE**

Today, Michael K. Jeanes, Clerk of the Superior Court, and his staff serve the third largest county in the nation. The Office is dedicated to providing quality customer service, innovation, and technological improvements for more efficient service. The Office is dedicated to being user-friendly and fiscally responsible. The Office has eight locations to serve the public throughout Maricopa County.

The Office and its staff have received national and statewide recognition for their innovation, leadership, and efforts.

### **FUNCTIONS OF THE CLERK'S OFFICE**

The specific and special duties of the Clerk's Office are assigned by statute, the Arizona Supreme Court, and local and statewide court rules. The functions of the Clerk of the Court satisfy more than 500 state statutes and court rules. Among the Office's responsibilities are to:

- Provide public access to the records of the Superior Court in Maricopa County;
- Keep a docket;
- Attend each Superior Court session to record the actions of the court;
- Be the first stop in initiating any Superior Court action in civil, criminal, mental health, probate, tax, family court matters, and juvenile, which includes delinquency, dependency, adoption, and severance cases;
- Collect and disburse court-ordered fees, fines, and victim restitution;
- Provide various family support services to the public;
- Receive, distribute, and preserve official court documents;
- Store exhibits for all court cases;
- Issue and record marriage licenses;
- Process passport applications.

### **COMMUNITY IMPACT**

Among the numerous officials and agencies the Office interacts with are the: Arizona Legislature, County Board of Supervisors, Attorney General, County Attorney, Sheriff, Public Defense Services, Dept. of Public Safety, Dept. of Corrections, Probation and Parole departments, the Dept. of Economic Security, federal, state, and county courts, and other county justice agencies.

## *The guiding lights of service*

Following are the **MISSION, VISION, AND STRATEGIC PRIORITIES** that keep the Clerk of the Superior Court's Office *Still Shining*.

### **MISSION**

The Mission of the Clerk of the Superior Court's Office is to provide progressive and efficient court-related records management and financial services for the justice system, legal community, and public so that they have fair and timely access to accurate court records and services.

### **VISION**

The vision of the Clerk of the Superior Court's Office is to anticipate, meet, and exceed the expectations of our customers.

### **STRATEGIC PRIORITY 1**

#### **ELECTRONIC COURT RECORD (ECR)**

By January 1, 2007 (*commonly referred to as 1/1/07*), the Clerk of the Superior Court will adopt and maintain the ECR as the official record for Adult case types filed on and after January 2, 2002.

### **STRATEGIC PRIORITY 2**

#### **FINANCIAL MANAGEMENT**

The Clerk of Superior Court, as the statutory fiduciary of the Superior Court, will implement and maintain financial processes that support a unified approach to eBusiness, and provide for the timely and accurate collection, disbursement, and reporting of court-ordered payments.

### **STRATEGIC PRIORITY 3**

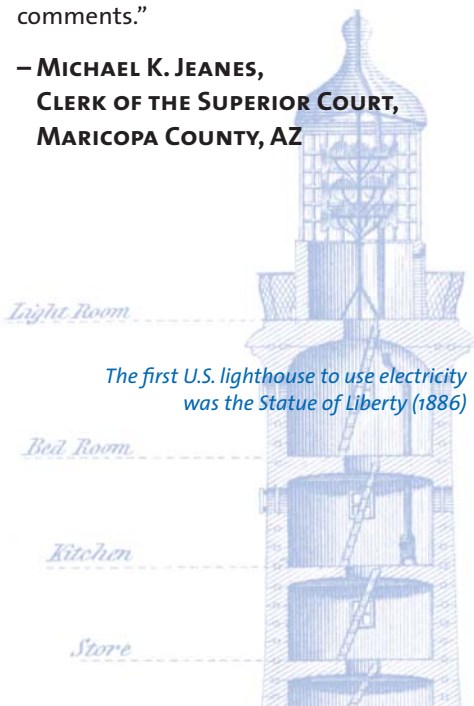
#### **EMPLOYEE DEVELOPMENT & CUSTOMER SERVICE**

The Clerk of Superior Court will ensure high levels of employee satisfaction through development and implementation of initiatives that address employee recruitment, training, development, and retention.

### **COMMITMENT**

"Our Office is committed to excel in service, be innovative, fiscally responsible, user-friendly, and have a vision for the future. It is our desire to continually improve in what we do and so we welcome your comments."

— **MICHAEL K. JEANES,**  
**CLERK OF THE SUPERIOR COURT,**  
**MARICOPA COUNTY, AZ**





# *Spot-Light*

**“THERE IS NO SUBSTITUTE  
FOR HARD WORK.”**

*-Thomas Edison*

## THE STATISTICS OF THE CLERK OF THE COURT'S OFFICE

### *Shedding light on service*

When considering the amount of internal and external customers the Clerk's Office serves each year in person, over the phone, through email, mail, and fax, the number would more than likely be in the millions. The following is a glimpse at the amount of customers served in three specific areas for fiscal year 2007-2008:

The **STAR CALL CENTER** is responsible for answering and routing the Clerk of the Court's telephone calls.

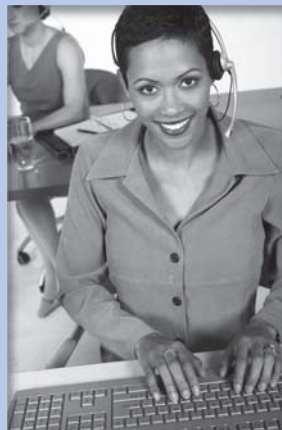
**CUSTOMERS ASSISTED = 285,029**

The **CUSTOMER SERVICE CENTER**, located in Downtown Phoenix, provides services for customers to obtain a marriage license, apply for a passport, and access court records.

**CUSTOMERS SERVED = 773,904**

The **CUSTOMER INFORMATION CENTER** assists the public with information and/or directions when they visit the court.

**CUSTOMERS ASSISTED = 121,980**



## *New cases filed*

The **FILING COUNTERS** are the starting point for the majority of Superior Court cases.

### **CRIMINAL CASES**

2007 - 2008 = 43,913  
2006 - 2007 = 40,380  
2005 - 2006 = 39,492  
2004 - 2005 = 37,572

### **FAMILY CASES**

2007 - 2008 = 31,317  
2006 - 2007 = 33,242  
2005 - 2006 = 33,835  
2004 - 2005 = 36,963

### **CIVIL CASES**

2007 - 2008 = 38,360  
2006 - 2007 = 29,774  
2005 - 2006 = 27,320  
2004 - 2005 = 30,067

### **JUVENILE COURT**

2007 - 2008 = 19,576  
2006 - 2007 = 20,231  
2005 - 2006 = 18,987  
2004 - 2005 = 27,757

### **PROBATE / MENTAL HEALTH**

2007 - 2008 = 10,870  
2006 - 2007 = 7,960  
2005 - 2006 = 7,435  
2004 - 2005 = 7,123

### **TAX CASES**

2007 - 2008 = 1,347  
2006 - 2007 = 1,001  
2005 - 2006 = 917  
2004 - 2005 = 1,287

*The oldest existing lighthouse in America, which is still in operation, is at Sandy Hook, NJ. Since 1764, the lighthouse's unflinching beam has helped innumerable vessels pass in or out of New York's harbor.*

## *Alternative filing*

The Office has internal and external filing depository boxes to provide customers with a method to file their documents without standing in line at a counter. The external boxes are available 24 hours a day, seven days a week. The internal boxes are available 8 a.m. - 5 p.m., Monday - Friday.

### **FILINGS**

External Box Filings = 56,414  
Internal Box Filings = 179,418

#### **External Box Locations:**

**Southeast Court** - North Main entrance  
**Northeast Court** - Main entrance  
**Northwest Court** - Main entrance  
**Downtown Phoenix** - 4th Avenue entrance, Maricopa County Administration Building

#### **Internal Box Locations:**

**Southeast Court** - Lobby  
**Northeast Court** - Lobby  
**Northwest Court** - Superior Court Lobby  
**Central Court** - Distribution Center, Family Court File Counter, Probate Counter

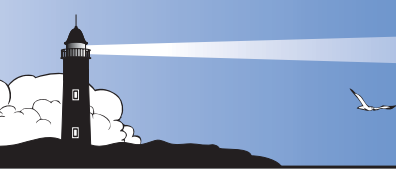
## *Exhibits processed & released*

(ADULT AND JUVENILE COURT)

The **EXHIBITS DEPARTMENT** is responsible for receiving and storing exhibits, transcripts, and depositions for all case categories. The classified materials retained include sealed files, medical records, mental health files, protected addresses, and grand jury materials.

2007 - 2008 = 155,775  
2006 - 2007 = 160,310  
2005 - 2006 = 148,679  
2004 - 2005 = 137,644





## *Marriage licenses and passport applications*

The Clerk of the Court's **LICENSE SERVICES SECTIONS**, along with several City and Justice Court offices (deputized by the Clerk of the Court) issue marriage licenses. License Services also acts as an acceptance agent for passport applications.

### **MARRIAGE LICENSES ISSUED**

2007 - 2008 = 24,573  
2006 - 2007 = 24,781  
2005 - 2006 = 25,517  
2004 - 2005 = 23,987

### **PASSPORTS APPLICATIONS PROCESSED**

2007 - 2008 = 45,727  
2006 - 2007 = 32,695  
2005 - 2006 = 17,901  
2004 - 2005 = 17,035

## *Child support/spousal orders of assignment mailings*

**SUPPORT FINANCE's** responsibilities include processing Orders of Assignment. The Orders of Assignment are sent to the obligor's employer, who is required by law to withhold, modify, or terminate withholding support money from their employee's wages. The withholdings are directed to the Support Payment Clearinghouse, which distributes them to the obligee.

2007 - 2008 = 24,907  
2006 - 2007 = 26,332  
2005 - 2006 = 27,909  
2004 - 2005 = 28,473

## *Total restitution monies disbursed*

The **CRIMINAL FINANCIAL OBLIGATIONS (CFO)** Unit is responsible for the disbursement of all court-ordered financial sanctions including restitution payments to victims of crime.

2007 - 2008 = \$8,762,021  
2006 - 2007 = \$9,861,957  
2005 - 2006 = \$10,588,185  
2004 - 2005 = \$9,077,419

## *Total funds collected*

The **BILLING/DEFERRAL UNIT** establishes time payment accounts for persons who have filing fees deferred, jury fee judgments, fines, incarcerated persons who file cases, businesses with commercial accounts, and complex litigation cases that require additional fee amounts.

2007 - 2008 = \$2,230,804  
2006 - 2007 = \$1,943,931  
2005 - 2006 = \$1,979,899  
2004 - 2005 = \$2,035,982

## *Court documents copied*

(ADULT AND JUVENILE COURT)

The Office provides copies of court documents via hard-copy and/or the electronic court record to the public, court, legal community and agencies upon their request.

### **COPIES REQUESTED**

2007 - 2008 = 1,544,424

*The Cape Hatteras Lighthouse, located at the Outer Banks in N.C., is the tallest brick beacon in the U.S., standing 191-feet high. The structure was built in 1870 and is also known as "America's Lighthouse."*

## *Minute entries*

A minute entry is a written record of court hearings and judges' rulings on cases.

### **MINUTE ENTRIES (M.E.):**

ADULT = 543,772

JUVENILE = 76,368

### **M.E. EMAILED FOR DISTRIBUTION:**

ADULT = 1,576,791

JUVENILE = 324,374

### **M.E. PRINTED FOR DISTRIBUTION:**

ADULT = 477,499

JUVENILE = 135,457

## *Minute entry electronic distribution system (MEEDS)*

Several years ago, the Office created a program called MEEDS to efficiently deliver minute entries to law firms. MEEDS automates the entire court minute entry process for adult, non-confidential cases by sorting and electronically sending the entries from the courtroom clerk to the docket, website, and law firms. Previously, all minute entries were manually printed and either mailed or picked up at the Office.

### **ATTORNEYS ENROLLED IN MEEDS:**

5,893 (6% INCREASE FROM LAST YEAR)

### **DAILY AVERAGE OF M.E. DISTRIBUTED:**

ELECTRONICALLY = 6,257 (14% INCREASE)

VIA PAPER = 1,894 (27% DECREASE)

## *Court hearings covered by courtroom clerks*

Courtroom Clerks attend each Superior Court session to record the actions of the court.

ADULT = 389,963

JUVENILE = 58,341

## *Annual growth of the electronic repository*

In 2002, the Office began scanning the paper documents it receives for filing in Criminal, Civil, Family Court, Mental Health, and Tax case types (Probate documents have been scanned since Dec., 1997). These scanned images become a part of the Office's electronic repository, which now contains more than **18.5 million** documents. These electronic records are being accessed by **9,836** users from the County, State, and Federal agencies, as well as the public.

### **DOCUMENTS ADDED TO REPOSITORY**

2007 - 2008 = 3,077,672

2006 - 2007 = 2,937,552

2005 - 2006 = 2,922,782

2004 - 2005 = 2,583,584

## *Number of images filmed*

Micrographics films court case files for permanent retention according to State of Arizona archival standards.

2007 - 2008 = 1,795,720

## *Process Server testing*

In 2002, the Office began monitoring the certification of private process servers in Maricopa County. Among the responsibilities of this function is administering tests to initial applicants.

APPLICANTS TESTED = 298

## *Other 2007-2008 statistics*

- Specialized Family Court filings tracked for service = **7,039**
- Appeals filed = **1,374**
- A monthly average of **140** questions/requests received through Office website's Customer Relations email address: [cocustomerrelations@mail.maricopa.gov](mailto:cocustomerrelations@mail.maricopa.gov)



# *e-illuminate*

**"THE VALUE OF AN IDEA  
LIES IN USING IT."**

*-Thomas Edison*

## AN OVERVIEW OF THE OFFICE'S ELECTRONIC INITIATIVES



### *Public access terminals provide service sparkle*

To provide the public access to the Electronic Court Record (ECR), the Office has installed public access terminals at four office locations: the Customer Service Center (31 terminals), Southeast (4), Northeast (6), and Northwest (2).

The terminals allow customers to instantly view court documents, select the images to be printed, go to a counter where they are printed, and pay the fee.

Customers can view the electronic images as follows: all probate cases from 1998 forward (and active cases from 1994 - 1997) and all other Adult case types from 2002 forward. The terminals save significant time for customers and staff and allow more than one person access to a file at a time.

## *e-Illuminating the Electronic Court Record (ECR)*

For the past several years, the Office has been implementing an Electronic Court Record (ECR) system that enables the Clerk to receive, store, route, and make available electronic documents and eliminate the paper documents. Following are summaries of two major ECR accomplishments:

### **ELECTRONIC REPOSITORY**

Each month, more than **208,000** paper documents that are filed with the Office are scanned, converted to electronic format, and stored within an electronic repository. This repository now contains more than **18.5** million electronic documents.

Access to these electronic documents has been granted to **27** governmental agencies. The public is also able to access the electronic images at public terminals in four office locations.

### **eFILING**

The Office has launched four eFiling Pilot Programs that resulted in a total of **116,389** eFilings this year. The pilot programs are:

- **CIVIL COMPLEX LITIGATION:** applies to complex civil litigation cases with multiple parties, cases, and/or issues. More than **110** cases are involved.
- **CRIMINAL:** applies to criminal cases in all court divisions. There are **several thousand** cases involved.
- **CIVIL:** applies to civil cases in **21 court divisions**. There are more than **5,800** cases involved.
- **FAMILY:** applies to family court cases in **four court divisions**. There are more than **150** cases involved.

### **THE BENEFITS OF eFILING ARE:**

- 1) Customers do not have to travel to the Office to file documents;
- 2) The court can download court files quickly and conveniently;
- 3) Judges, parties, and the public (where permissible) can view a case simultaneously and immediately;
- 4) Speed and accuracy of processing the case increases; and
- 5) It reduces a tremendous volume of paper being used.

## *e-Illuminating help with eFiling*

The Office created an online **eFiling Help Page** to provide new information to help eFiling customers. The page includes a frequently asked questions section, rules, statutes, and guidelines related to eFiling. To access the page, go to: <http://efilingtrn.clerkofcourt.maricopa.gov/help.asp>



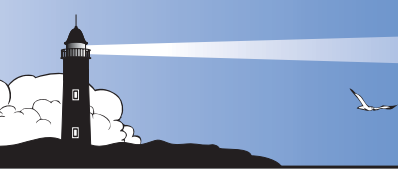
## *e-Illuminating training needs*

The Office offers a monthly eFiling training class to law firms and legal support staff to acquaint them with the new eFiling system. Approximately **700** individuals participated in the training course this year. Information about the class is available on the Office website at: <http://eventures.clerkofcourt.maricopa.gov/> or by calling 602.506.2171.

## *e-Illuminating an eVenture*

The Office has a special website it created that is dedicated to its electronic initiatives. To access the website, go to: <http://eventures.clerkofcourt.maricopa.gov/>





## *e-lluminating the impact of 1-1-07*

January 1, 2007 began a new era for the Office. It was the day that Clerk of the Court Michael Jeanes implemented an end to placing paper documents (approximately **12,000 per day**) into the hard copy files (adult case types only). In addition, folders stopped being created to hold the paper documents for the new complaint filings.

Instead, the paper documents received were scanned, audited, and then disposed of after a series of quality checks. Paper documents and file folders fill hundreds of shelving units, and disposing of the paper documents saves a tremendous amount of storage space for the Office.

At the end of this fiscal year, the Office had disposed a total of **3,342,542** documents from various case types.

## *e-lluminating the ECR for attorneys*

A significant achievement in expanding access to the electronic court record was made when the Office implemented the ECR (Electronic Court Record) Online Program. This program allows attorneys to use the internet to register and view documents filed on cases in which they or a member of their firm are the attorney of record. Currently, there are **857 attorneys** registered in ECR Online. Parties of record are also able to register and view documents filed on cases in which they are a party of record.

Efforts are underway to expand the ECR Online usage by attorneys and parties to a case. Prior to this program, attorneys and parties to a case had to visit the Office to view the hard copy file or view the case electronically on one of the Office public access terminals.

## *e-lluminating efficiency through Electronic Court Seal*

The electronic court record was enhanced when the Office implemented an electronic seal, which allows courtroom clerks to issue completely electronic criminal bench warrants, child support arrest warrants, and civil arrest warrants. Through the new eSeal process, the Sheriff's Office receives notification of the warrant and can view the image of it immediately upon issuance, which eliminates the need for a paper warrant with a raised seal, and physical delivery of the warrant to the Sheriff's Office. The resulting data exchange passes timely and accurate warrant information between the Court and Sheriff's Office.

Previously, courtroom clerks had to research and manually input the subject's information and other details on every warrant issued. Physical movement of the paper warrant from the courtroom to the Sheriff, and manual data entry into relevant databases was required.

## *e-lluminating accuracy*

On average, the Office scans more than **12,000** paper documents daily to make them available as an electronic image. To ensure these electronic documents meet standards and the information is accurately captured, the Office implemented several quality control measures that resulted in **99.9%** accuracy rating during the fiscal year. The national standard for Clerk's Offices maintaining a paper record is 99.5% accuracy.



# High-Lights

**“THE THREE GREAT ESSENTIALS  
TO ACHIEVE ANYTHING  
WORTHWHILE ARE: HARD  
WORK, STICK-TO-ITIVENESS,  
AND COMMON SENSE.”**

*-Thomas Edison*

## OFFICE HIGHLIGHTS AND INFORMATION FOR 2007 - 2008



### *Website selected as one of the Top 10 Court Websites in the World*

The Clerk of the Court's website received world-wide recognition this year when it was selected as one of the **TOP 10 COURT WEBSITES IN THE WORLD** by the organization Justice Served. Justice Served, an alliance of court management and justice experts, reviewed nearly 4,000 court websites throughout the world. They said the winners are "the ultimate models of court online services in the world" and described the Clerk's site as having top notch features and electronic access that is truly best of class."

In addition, the website received a **first place award** in a competition among the nation's county governments. The National Association

of County Information Officers awarded the website a "Superior Award" in its competition that recognizes county government communication projects including websites, publications, writing, special projects, etc.

The Clerk of the Superior Court's Office website address is: [www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov)



**SIDELIGHT** — IN NOVEMBER, THE OFFICE PARTICIPATED IN THE COURT'S NATIONAL ADOPTION DAY EVENT. THERE WERE 8 CALENDARS, 19 JUDGES, 10 COURTROOM CLERKS COVERING HEARINGS, AND THREE OFFICE STAFF ISSUING CERTIFIED COPIES OF FINAL ORDERS OF ADOPTION FOR THE ADOPTION OF 194 CHILDREN.

## *Major conversion made in Juvenile*

One of the biggest changes in the Office this year happened in the Juvenile Division when it converted to a new case management system. The division moved from the "Juvenile On-Line Tracking System" (JOLTS) to the "Integrated Court Information System" (iCIS) and the Minute Entry Electronic Distribution System (MEEDS).

This change in automation affected all aspects of services delivered to the Court and the public including case management, court calendaring, court dockets, financial obligation records, and minute entry creation and distribution. The move to the iCIS environment allows for future development and implementation of an electronic court record for Juvenile cases.

## *New order to Orders of Assignment*

One of the most notable projects completed this year was the Electronic Order of Assignment application (OA). The application streamlines the OA processing of Orders of Assignment for Child Support and/or Spousal Maintenance to employers and/or other payors of funds so that custodial parents receive their court-ordered support sooner. The previous process was paper-driven and required several steps by various areas to complete, creating longer delays in support payments being collected and distributed.

The new process improves the accuracy of information and expedites the delivery of orders to employers or other payors of funds, thus improving the speed at which families receive their support. The goal is expediting the processing time of OAs from 45 days to three days from the date of the order.

## *A new sprinkle to Water Case*

A significant improvement occurred this year to one of the largest cases the Office maintains - the Gila River General Stream Adjudication (also called the Water Case). For the first time, electronic access to the Water Case docket became available at more than 40 public access terminals that are located throughout the Valley in



four Clerk of Court's Offices (Customer Service Center, Northwest, Northeast, and Southeast).

The Water Case is a Maricopa County Superior Court civil case initiated in 1979 in order to resolve the status water in the Gila River watershed. Early in the general stream adjudication process, the Maricopa County Superior Court established a procedure whereby the Clerk of the Court's Office was to prepare a monthly docket containing specific information that was to be provided to specific parties. Since its initiation in 1979, the case currently consists of **439 volumes** and **6,733 documents**.

The Clerk's Office is entrusted with the record keeping for the entire adjudication process and provides document access to litigants and the public.

Prior to implementation of the new docket access, the public had access to a hard copy of the Water Case maintained in binders at all locations.

The public terminals now provide faster, more efficient accessibility from computers that connect directly to the Office website where the electronic Water Case docket is maintained.



**SIDELIGHT** — THE MARRIAGE LICENSE AND PASSPORT OFFICES (MLPO) ISSUED 115 MARRIAGE LICENSES ON FEB. 14 FOR (VALENTINE'S DAY). VALENTINE'S DAY IS TRADITIONALLY THE BUSIEST DAY OF THE YEAR FOR THE MLPO STAFF AS THEY ISSUE MORE THAN DOUBLE THE AMOUNT OF LICENSES ON THAT DAY THAN THEY DO ON A NORMAL BUSINESS DAY. THE VALENTINE'S DAY RECORD FOR ISSUING MARRIAGE LICENSES IS 138, WHICH OCCURRED ON FEB. 14, 2007.

## *Review of the new court hours*

Last year started a new era for the Court with the opening of the Extended Hours Court (Tues. - Fri. until 9 p.m.) and Saturday Court (alternating Saturdays from 8 a.m. to 5 p.m.) for Family and Juvenile Court. The new court hours were offered to provide further convenience for customers.

The Clerk's Office provides courtroom clerk coverage for the alternative court hour hearings. This year, the Juvenile courtroom clerks attended **2,095** alternative court hour hearings and Northeast courtroom clerks attended **2,575** alternative court hour hearings.

## *Legislative highlights*

During the 2008 Arizona Legislative Session, the Office focused on several bills that had potential impact on the Office. One of those bills that passed is SB1013, which makes a facsimile of a judicial officer's signature on a fiduciary arrest warrant no longer necessary, enabling the use of electronic processing (eSignatures and electronic warrants where the capability exists).

## *Special visitors tour Office*

The Office provided two special tours this year—one for a group of Clark County, NV court officials, who were in the process of implementing changes within their court and wanted to review Office operations and technology, and another tour for a Japanese judge, who participated in a program that provides foreign judges opportunities to gain an understanding of the American judicial system.

## *Historically significant documents*

Working with the Arizona State Library, Archives and Public Records (ASLAPR) and the Administrative Office of Courts, the Arizona Clerks of Court helped to develop a system to identify certain cases as historically significant. As a result, once they are designated as historically significant, the paper records on that case, if still available, will be preserved for transfer to ASLAPR.

Requests to designate a case as historically significant can be motioned by anyone. A case could be historically significant because of a legal issue involved, a well-known party, an issue with far-reaching social or cultural implications, or another issue that makes the case high-profile, controversial, or newsworthy.

## *Family Court filing update*



A new requirement was implemented in April to include a confidential sensitive data sheet with any filings that either initiate a new family court case or are an initial response on a new family court case.

The form is available on the Clerk's website (Form #403 in the Court Forms link on the homepage), at the Family Court filing counters, or at the Superior Court Self Service Centers.





**SIDELIGHT** — CLERK STAFF PROVED THEY ARE DEDICATED TO THE COMMUNITY THEY WORK IN. HERE'S HOW... STAFF DONATED **\$2,200** TO THE COUNTY'S COMBINED CHARITY CAMPAIGN, WHICH ASSISTS NON-PROFIT AGENCIES; **491** PAIRS OF SOCKS, **918** PAIRS OF SHOES, AND **2,863** ARTICLES OF CLOTHING FOR THE HOMELESS; AND **426** NEW TOYS FOR CHILDREN IN THE COMMUNITY DURING THE HOLIDAY SEASON.

## *Notary Bonds change made*

The Secretary of State's Office (SoS) assumed the function of Notary Bonds processing from the Arizona Clerk of the Court's Offices this year. The change occurred as a result of legislation that was passed to streamline the application and certification process to become an Arizona Notary Public. All notary applications and bonds are to be submitted to the SoS along with the notary application as they now handle the entire process. More information is available by contacting the SoS at 602.542.4758.

## *Service directory updated*

To provide timely information to customers, the Office updated its Directory of Services, which assists customers with contact information for Office services. The directory is available at the Office's filing counters.

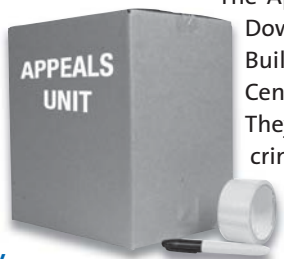
## *New case filing service offered*

To provide convenient service to customers who request copies of new case filing information, the Customer Service Center electronically distributes this information on a weekly basis. To enroll, call 602.506.3302.

## *Opportunity to provide feedback*

To ensure quality service is continually provided, a quick online survey is available for customers to provide feedback about the service they received from the Office. To access the survey, visit:

[www.clerkofcourt.maricopa.gov](http://www.clerkofcourt.maricopa.gov).



## *Training has class*

To further employee's knowledge of the court, county, government, and work environment issues, as well as enhance their job and customer service skills, the Training Division offered a total of **766 courses\*** to staff this year. Employees are required to take 16 hours of continuing education each year.

*\*Figure includes all class sessions from staff, guest instructors, CD-Roms, video training, and on-the-job training and external training.*

## *Joint effort streamlines processes*

More than 40 employees from the Clerk's Office, Superior Court, and the Office's of Sheriff, County Attorney, and Public Defender joined together to review and re-engineer processes associated with the Criminal (CR) Court Division. During the three-day session, the group chronicled the current processes which move the CR cases through the justice system. Their purpose was to determine and/or eliminate duplicate efforts that may be in place and streamline processes. This effort was done in preparation for the new CR Court Tower that will be constructed and house various departments associated with the CR Division.

## *Move has Appeal*

The Appeals Unit moved from the Downtown Phoenix Central Court Building to the Customer Service Center, located at 601 W. Jackson. They process criminal and non-criminal cases for transmission to the Court of Appeals or Supreme Court.



**SIDELIGHT** — FOLLOWING ARE JUST A FEW PUBLIC COMMENTS REGARDING THE SERVICE OF CLERK OF THE COURT STAFF...

•ABOVE AND BEYOND EXPECTATIONS •ALWAYS PLEASANT •FANTASTIC SERVICE •ASTOUNDED AT THE QUALITY OF WORK •OVERWHELMING KNOWLEDGE OF COURT •HELPFUL, PROFESSIONAL, INFORMATIVE •BEST COUNTY GOVERNMENT SERVICE EVER •GREAT SPIRIT •FRIENDLY

## *Annual Report honored*

The Public Affairs Office received national honors for its production of the 2006-2007 Annual Report ("Peak Performance") from the International Association of Business Communicators (IABC) and the National Association of County Information Officers (NACIO). The IABC presented the report with an Award of Excellence in a competition among businesses and organizations within Arizona. NACIO, in a competition among the nation's county governments, bestowed an "Award of Excellence" on the report.

## *Employees receive awards*

The Arizona Family Support Council, a statewide organization for child-support-related agencies, selected Family Court Services Elisa McGrath as their "Clerk of the Year" for demonstrating dedication to child support beyond the call of duty by improving services to the non-IV-D child support population.

In addition, Family Court Services' Don Vert received the AFSC's President's Award for making significant contributions in the field of child support enforcement and to the AFSC.

## *Employees are honored*

Three Clerk of the Court employees were honored by the Maricopa County Board of Supervisors for their 30 or more years of public service to the county. The employees were:

- License Services Duffy Watson  
40 years of service;

- Courtroom Clerk Lydia Gonzales  
35 years of service; and
- Courtroom Clerk Tracey Fenton  
30 years of service.

Each employee received a plaque, certificate, and tribute during a special service award ceremony conducted by the county supervisors.

Currently, the Office has nine employees with 30 or more years of service.

## *Employee achievement*

Seventy-six employees graduated from the Training Division's "Professional Certification Series" that offers specialized training to employees in three areas: training, professional development, and leadership. Each program helps the employee develop the expertise necessary to excel in the workplace.



**JEANES INVITED TO PARTICIPATE IN SPECIAL CEREMONY** - Clerk of the Court, Michael Jeanes (center), who also serves as the president of the Arizona Association of Counties, was invited to participate in the "Wreath-Laying Ceremony at the Tomb of the Unknowns" at the Arlington National Cemetery. He was in Washington D.C. leading several meetings with congressional and administrative leaders.



# Bright Prospects

**“WE SHALL HAVE NO  
BETTER CONDITIONS IN  
THE FUTURE IF WE ARE  
SATISFIED WITH ALL THOSE  
WHICH WE HAVE AT THE  
PRESENT.”**

*-Thomas Edison*

## PREVIEWING WHAT IS AHEAD FOR THE OFFICE



### *Building up the Court—New Criminal Court Tower planned*

In 2007, the Maricopa County Board of Supervisors unanimously approved \$334 million in capital funding for a new Downtown Court Tower. The new facility is projected to be completed in 2012 and will be located on the southwest corner of Madison and First Avenue.

The plans call for the new facility to include 32 criminal courtrooms, Clerk of the Court criminal operations, including evidence storage, a jury assembly room, Criminal Court Administration, Adult Probation, County Attorney, Public Defender, program services and secure holding cells. The design will provide separate circulation patterns for the public, judicial personnel, and prisoners.

The Court Tower building program and design was achieved through a collaboration of multiple stakeholders including Clerk and Court Administration, judicial officers, the legal community, victim advocates, the media, and others.

## *Southeast redesign/ File relocation*

During the next fiscal year, the Clerk of the Court's Office will be relocating all of the case files from the Southeast Adult fileroom in Mesa to the Customer Service Center in Downtown Phoenix. This change will give the Office the ability to redesign the existing Southeast fileroom in order to meet the increased needs of the public and the Office. Customers needing access to files at Southeast will be able to access 2002-current cases electronically at any of the Clerk's locations that offer public access terminals; older case files, that are not accessible electronically, will be available for viewing at the Customer Service Center or at Southeast, with advance notice.



## *New receipting system planned*

A new receipting system is being planned for implementation by early 2009 in the Clerk's Office, Superior Court, and Adult Probation. The system will be user-friendly for staff and allow for new functionalities such as scanning customer's checks and printing new case filing information to populate the Court's system and file as receipted. The new system will provide flexibility for the Office and when fully implemented, it will eliminate redundant data entry of trust deposits and filing fee deferrals, and provide useful information for customers. The Clerk's Office issues receipts at all filing counters, public counters, as well as marriage license and passport offices.

## *Fee increase scheduled*

The Arizona State Legislature's 2008-2009 fiscal year budget included a base increase to the filing fees and services in the Superior Court. The base filing fees were last increased by the legislature in 1997. In addition to base fees, Maricopa County has local fees to pay for automating court records and processes as well as to provide other services to the public. A \$5 increase to some types of filings were approved by Maricopa County to address these needs.

These new fees take effect on the general effective date of the underlying legislation: Sept. 26, 2008. A current listing of the filing fees is available on the Court's website at: [www.clerkofcourt.maricopa.gov/fees.asp](http://www.clerkofcourt.maricopa.gov/fees.asp)

## *Filing box to get new location*

The Office's most-used external filing depository box is moving at the beginning of Fiscal Year 2008-2009 to a new location. The box is moving to the 4th Avenue Entrance of the Maricopa County Administration Building, 301 W. Jefferson in downtown Phoenix from the Madison Street Parking Garage location a few blocks away. The move is occurring because the Parking Garage will be torn down so that the new Criminal Court Tower can be constructed in its place. The filing box will be in its new location by the time this annual report is printed.

Last year, the Downtown Phoenix filing box had **43,505 filings**. The box is still available 24-hours a day, seven days a week for filing needs. Instructions on how to use the box are listed on the box.








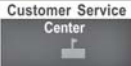
# Visibility

**“THERE IS NO  
SUBSTITUTE FOR  
HARD WORK.”**



*-Thomas Edison*

## OFFICE LOCATIONS AND CONTACT INFORMATION

### DOWNTOWN PHOENIX OFFICE LOCATIONS

7th Ave. 320m	<<<	Washington St.	Old Courthouse 
	>>>	Jefferson St.	
	6th Ave.	5th Ave.	Downtown Court Complex 
	Downtown Justice Center 	Madison St.	3rd Ave.
Customer Service Center 		4th Ave.	1st Ave.
		Jackson St.	


### SOUTHEAST OFFICE LOCATIONS

Southeast Juvenile 	U.S. 60		Courty Rd.	Mesa Dr.
	Southeast Court 	Street A	Javelina Rd.	
			Baseline Rd.	


### NORTHEAST OFFICE

Loop 101		Union Hills Dr.	
N. 32nd St.	Route 51	Northeast Court 	N. 40th St.
E. Bell Rd.			N. Tatum Blvd.

### NORTHWEST OFFICE

Bell Rd.			
Northwest Court 	Statler Blvd.		Litchfield Road
Surprise Center Blvd.	Tierra Buena		
Greenway Rd.			

### DURANGO JUVENILE OFFICE

35th Ave.	Buckeye Rd.	27th Ave.	I-17
	Durango Rd.	Juvenile Court 	
	Lower Buckeye Rd.		

## *Service in clear sight* PHONE NUMBERS AND ADDRESSES

### **CUSTOMER SERVICES**

Central Court Building, 201 W. Jefferson St. (Phoenix)	602.506.3360
Customer Service Center, 601 W. Jackson St. (Phoenix)	602.506.3360
Family Court Services	602.506.3762
Automated Support Line	602.506.1900
Northeast Regional Center, 18380 N. 40th St. (Phoenix)	602.372.7720
Northwest Regional Center, 14264 W. Tierra Buena (Surprise)	602.372.6530
Old Courthouse, (Probate Counter) 125 W. Washington (Phoenix)	602.506.3763
Southeast Regional Facility, 222 E. Javelina Ave. (Mesa)	602.506.2127

### **JUVENILE COURT SERVICES**

Southeast Facility, 1810 S. Lewis (Mesa)	602.506.2850
Durango Facility, 3131 W. Durango (Phoenix)	602.506.4041

### **MARRIAGE LICENSES & PASSPORT APPLICATIONS**

Customer Service Center, 601 W. Jackson (Phoenix)	602.506.7400
Northeast Regional Center, 18380 N. 40th St. (Phoenix)	602.372.7720
Northwest Regional Center, 14264 W. Tierra Buena (Surprise)	602.372.6530
Southeast Facility, 222 E. Javelina Ave. (Mesa)	602.506.2125

### **MARRIAGE LICENSES – JUSTICE COURTS**

Agua Fria, 9550 W. Van Buren (Buckeye)	623.936.1449
Estrella Mountain, 100 N. Apache, #C (Tolleson)	623.386.4822
Hassayampa, 14264 W. Tierra Buena (Surprise)	602.372.2000
Ironwood, 209 E. Pima (Gila Bend)	928.683.2651
Maryvale, 4622 W. Indian School, #10 (Phoenix)	623.245.0432

### **MARRIAGE LICENSE/PASSPORTS — CITY CLERK**

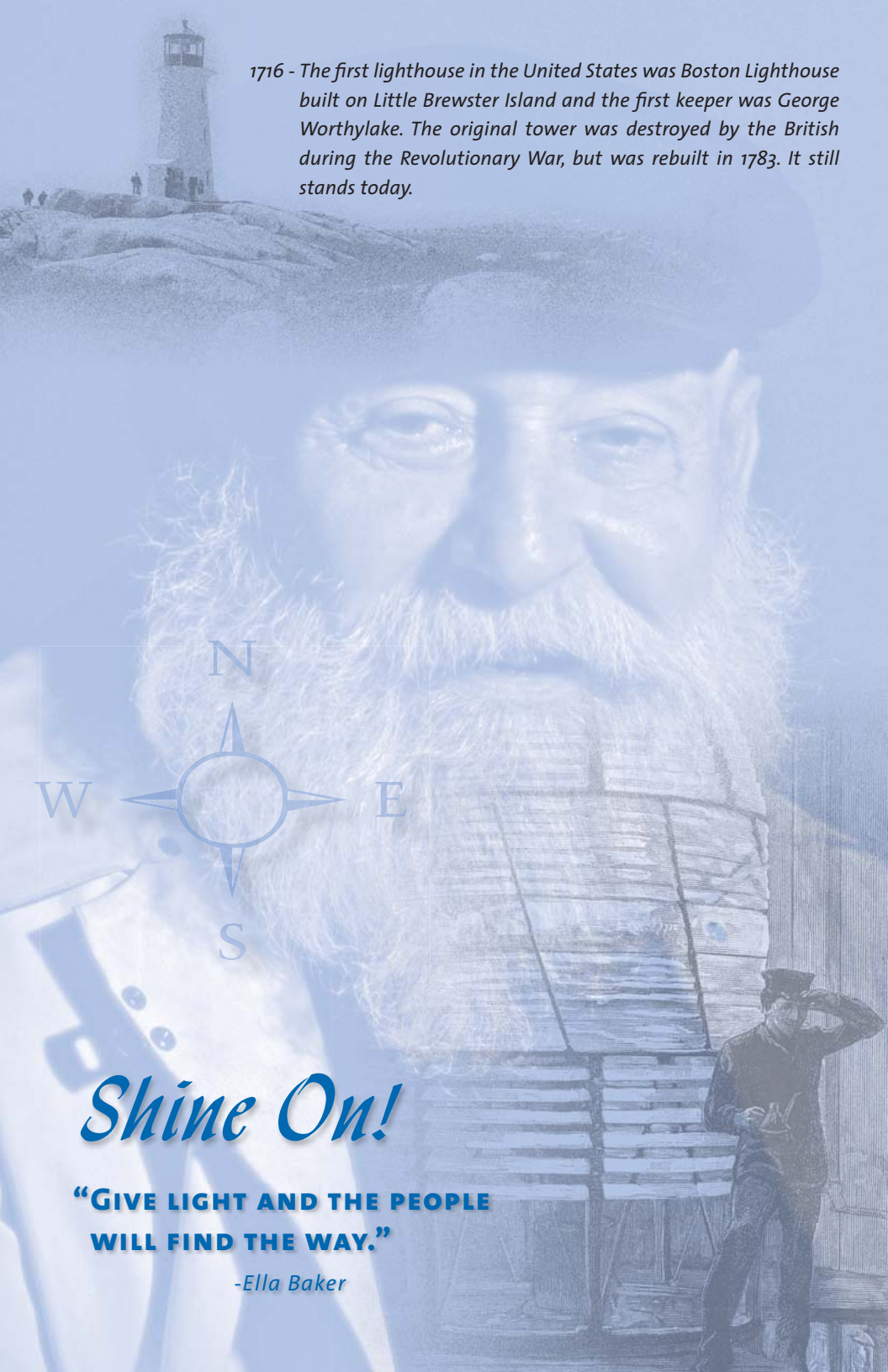
Chandler City Hall, 55 N. Arizona Place, #203	480.782.2180
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### **PASSPORTS ONLY**

Arizona State University, 951 S. Mill Ave. (Tempe)	480.965.0877
Glendale City Clerk, 5850 W. Glendale Ave. (Wed. only)	623.930.3260
Peoria City Clerk, 8401 W. Monroe	623.773.7343
Pima North Service Center, 8787 E. Hualapai Rd. (Scottsdale)	480.312.6280
Scottsdale City Clerk, 3939 Civic Center Plaza (call for times)	480.312.2412
Scottsdale Granite Reef Neighborhood Resource Center, 1700 N. Granite Reef Rd. (call for times)	480.312.7277

### **OTHER SERVICES**

Support Payment History	602.506.7444
Support Payment History Fax Back	602.506.4755
Fax-On-Demand	602.506.0034
Long Distance Fax-On-Demand	1.866.506.0034



1716 - The first lighthouse in the United States was Boston Lighthouse built on Little Brewster Island and the first keeper was George Worthylake. The original tower was destroyed by the British during the Revolutionary War, but was rebuilt in 1783. It still stands today.

*Shine On!*

**“GIVE LIGHT AND THE PEOPLE  
WILL FIND THE WAY.”**

-Ella Baker



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